

ABSTRACT

RESEARCH SUBJECT: Relationship between Nurses'
Perceptions of Empowerment and Patients'
Satisfaction

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Both nurses' job satisfaction and patients' satisfaction are increasingly important focuses in the health care environment. Nurses who work in environments that promote nurse empowerment are more likely to use more effective work practices, resulting in positive patient outcomes (Donahue et al., 2008). The purpose of this study is to examine the relationship between nurses' empowerment and patients' satisfaction with care. This is a replication of Donahue et al.'s study. The framework is Kanter's Theory of Structural Power in Organizations (1977). The sample will include 150 nurses working in a non-profit hospital in Bloomington, Indiana. The patient sample will include 200 patients on the same hospital units. Nurses' perceptions of empowerment will be measured by The National Database of

Nursing Quality Indicators (NDNQI) survey. Patients' satisfaction will be measured using the NRC+Picker survey which yields satisfaction data quarterly. The findings will provide information for nurse managers about the level of satisfaction of both nurses and patients in the hospital setting that will provide a base for staff development in regard to patient satisfaction.

